

## JOB DESCRIPTION

**Job Title:** Technical Services Operations Manager

**Grade:** SG7

**Department:** Faculty of Education, Health & Human Sciences

**Responsible to:** Head of Faculty Technical Learning

**Responsible for:** Senior Clinical Skills/Simulation Support Officer, Senior Science Support Officer, Technical Support Officers, Technical Support Assistants

**Key Contacts:** The role will principally work with the Head of Faculty Technical Learning, Programme Leads, Skills & Simulation Leads, Health & Safety Manager, ILS, Internal & External Contractors as well as colleagues in the Faculty of Education Health and Human Sciences (FEHHS) Professional Services and Greenwich Research and Innovation, and a variety of external partners.

**Standard Occupational Classification (SoC code):** TBC

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### PURPOSE OF ROLE

The Faculty of Education, Health and Human Sciences is unique in the breadth and strength of professional education and training that we deliver. We train and educate over twenty different professions, and our long-standing reputation is evidenced in positive student feedback and the excellent commendations we receive from health, education, and social care accreditation bodies.

The School of Health Sciences provides high-quality education to a range of undergraduate and post graduate programmes that lead to registration in nursing, midwifery, health visiting/school nursing, paramedic science, speech and language therapy, ODPs and Physiotherapy. The University of Greenwich has made a significant investment in the Greenwich Learning and Simulation Centre (GLASC) and more recently The CCU (Critical Care Unit) on our Avery Hill campus and in development of our Medway Campus to provide a cutting-edge simulated practise learning environment.

The Technical Services Operations Manager role will manage the Technical Services team to deliver high-quality operational, technical, and administrative support for the Greenwich Learning and Simulation Centre (GLASC) and all specialist teaching facilities across the faculty.

The post-holder will oversee the technical team across our Avery Hill, Medway, and Greenwich campuses, manage systems and asset registries (including Elevate Healthcare LearningSpace), ensure effective teaching delivery through simulation and technology-enhanced learning, ensuring robust pathways are created in data collection and promote innovation in simulation practices.

The role requires ensuring facilities and systems meet health and safety requirements, remain state-of-the-art, and support the faculty's teaching, research, and business development objectives.

The post-holder will also work collaboratively with other teams in the Faculty where necessary to support systems such as ePAD, InPlace, and Moodle, managing technology-related processes in partnership with Information and Library Services (ILS) and academic teams to ensure effective, integrated delivery of learning and assessment.

#### KEY ACCOUNTABILITIES

##### **Team Specific:**

- Work collaboratively with colleagues across the Faculty Technical Learning Support team to ensure well planned, consistent, high-quality delivery of technical services.
- Line manage team members ensuring development in their roles and resilience in the team.
- Coordinate team workload to meet teaching schedules, assessments, and simulation activities across multiple campuses.
- Encourage a culture of continuous improvement and innovation within the team, identifying opportunities for new practices or technologies.
- Promote effective communication within the team and with other professional services and academic staff.
- Ensure assets are logged and well managed, and there is a clear schedule for future costs and necessary investment to aid annual planning cycles.
- Leading the team to operationalise Health and Safety requirements, ensuring compliance with university policies,

Health & Safety regulations, and standard operating procedures.

- Lead by example, demonstrating professional behaviours and a commitment to the University's values of inclusivity, collaboration, and impact.

**Generic:**

- Available to be present on campus on a regular basis moving between all three campuses as necessary.
- To work on own initiative and able to manage several projects at once.
- Contribute as an active member of the University, respecting the work of other University members, building colleagues' morale and motivation, and upholding the values of the University.
- Contribute to Faculty plans, activities, and efficient working practices.

**Managing Self:**

- Keep abreast of developments within the field and seek continuous improvement of own professional practice.
- Actively participate in established professional development framework activities.
- Behave in a manner which reflects the University's values and creates a positive environment for work and study.
- Take responsibility for, and demonstrate a commitment to, own personal development within the post. Identify development needs through regular appraisals, including formal courses within the University and on-the-job training.
- Contribution to achievement of University and Faculty Strategic Plan objectives and KPIs.
- Any other duties as may reasonably be required consistent with the grade of the post.

**Core Requirements:**

- Commitment to the key strategic priorities of the Faculty and University.
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising

the shared responsibility of minimising the university's negative environmental impacts wherever possible.

- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

### **Additional Requirements:**

Undertake any other duties as requested by the line manager, or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the project work is completed.

### **KEY PERFORMANCE INDICATORS:**

- High-quality, effective technical and administrative support delivering a positive staff and student experience.
- Timely and efficient delivery of work, meeting agreed deadlines.
- Effective stakeholder relationships and contribution to team ethos.
- Safe, well-maintained, and well-utilised teaching facilities.
- Accurate and effective management of assets, systems, data and budgets.

### **KEY RELATIONSHIPS (Internal & External):**

#### **Internal**

- Academic Programme Leads, Skills & Simulation Leads
- Technical Learning Support teams
- Faculty Finance and Administrative staff
- Estates and Facilities Management
- Information and Library Systems (ILS)
- Contractors and Industry Partners
- Students and External Stakeholders
- Health and Safety Manager
- Simulation Commercialisation Lead

**External**

- ASPiH and other simulation associations.
- Funding bodies.
- Technology companies.

## PERSON SPECIFICATION

### EXPERIENCE:

#### Essential Criteria

- The successful applicant will have experience managing diverse teams, meeting deadlines and a good understanding of facilities management.
- Good knowledge in a diverse range of technologies, including information governance, deployment and user experience.
- Good knowledge of asset management systems, creating robust tracking systems for specialist equipment across a wide range of disciplines.
- Good knowledge of business forecasting, managing a wide range of warranties, and planning for the lifespan of equipment to support operational requirements.
- Good knowledge of successful business development and developing business plans.
- Good understanding of IT and AV infrastructure and Simulation Based Education

#### Desirable Criteria

- Specialist qualifications in IT systems and AV.
- Experience of working in Education or Healthcare setting.
- Experience of market research for commercial activity.

### SKILLS:

#### Essential Criteria

- Excellent stakeholder management skills: comfortable liaising with various internal and external stakeholders
- Self-motivated, managing complex and varied workload with minimum supervision.
- Excellent project and time management skills, delivering to strict deadlines and under pressure.
- Ability to analyse, interpret and communicate complex documentation and guidance and write reports for both internal and external audiences.
- Excellent IT skills and understanding of commonly used software packages as well as specialist packages.
- A methodical approach, with an aptitude for accuracy, numeracy and attention to detail.
- Always projects a positive and professional image.

**Desirable Criteria**

- Management qualification.

**QUALIFICATIONS:****Essential Criteria**

- Educated to degree level or equivalent professional experience.

**Desirable Criteria**

- None

**PERSONAL ATTRIBUTES:****Essential Criteria**

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

**Desirable Criteria**

- None